

PSIP Email Addresses Transition to DISA Complete

All "@conus.army.mil" e-mail addresses that the PSI-CoE uses for PSIP have successfully transitioned to the DISA Enterprise E-Mail ("@mail.mil"). Effective 16 April 2012, all group e-mail addresses used by the PSI-CoE on the "@conus.army.mil" server will be deactivated.

Please use the following e-mail addresses to correspond with the PSI-CoE:

- usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil. Used by the PSIP server to send the automated status e-mails and is not monitored by the PSI-CoE staff. (Note: DO NOT send e-mails to this address as they will be deleted without action.)

- usarmy.apg.inscom.mbx.psip-correspondence@mail.mil. Used for sending all documents (i.e. subject signature pages, resumes, OF306, etc.).

- usarmy.apg.inscom.mbx.psip-questions@mail.mil. All questions should be sent to this e-mail address. The mailbox is monitored by the Operations Branch who will ensure the question is forwarded to the correct section for action.

- usarmy.apg.inscom.mbx.psip-requesters@mail.mil. PSIP requesters will send any PSIP website issues to this mailbox.

- usarmy.apg.inscom.mbx.psip-fingerprints@mail.mil. This mailbox is monitored by the PSI-CoE fingerprint team. (Note: Please DO NOT e-mail scanned fingerprint cards to this address as the PSI-CoE is unable to accept scanned copies of the fingerprint cards.)

- usarmy.apg.inscom.mbx.psip-childcare@mail.mil. Reserved for the exclusive use of our childcare customers. Please send all correspondence required for childcare cases to this address (with the exception of fingerprint cards and those documents requiring raised/notarized seals).

Fingerprint Process Update

Effective 16 April 2012, the PSI-CoE will resume processing hardcopy fingerprint (FP) cards. This process will allow the PSI-CoE to ensure FP cards are complete and accurate prior to submission to the Office of Personnel Management (OPM). This process will increase the acceptance rate of FP cards at the OPM, allowing the investigation to be scheduled in a timely manner.

For investigations requiring fingerprints, the PSI-CoE will only submit the investigation request when (1) a completed, acceptable hardcopy FP card has been received at the PSI-CoE or (2) an electronic fingerprint submission has been completed and the corresponding Special Agreement Check (SAC) date is reflected in the Joint Personnel Adjudication System (JPAS).

Customer Service Center 0600-2400 EST Mon-Fri

Phone 410-278-4194 DSN 298
Fax 410-306-3858 DSN 458

Questions and comments may be addressed to the following leadership points of contact:

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Fingerprint Facts

- Fingerprint (FP) results are valid for investigations for 120 days.
- Electronic FP capture should be used whenever possible. If FPs are submitted electronically, please do not also submit a hardcopy FP card.
- Information regarding the PSI-CoE FP program is located under "References \ Historical" on the PSIP website.

